



COUNTY OF AUGUSTA, VIRGINIA

REQUEST FOR PROPOSAL

Issue Date: July 25, 2025

RFP # 117301-26-01

Project Title: **Augusta County Library ADA Compliant Website Design and Development**

Sealed proposals will be received subject to the Conditions attached hereto until **August 14, 2025 at 2:00 PM** to establish a contract through competitive negotiation for the purchase of ADA compliant website design and development.

Where to submit Proposals:

Lacy Stajduhar, VCA Purchasing Assistant
County of Augusta, Finance Department
18 Government Center Lane
Verona, VA 24482

Copies of Request for Proposals may be obtained by visiting our website, www.co.augusta.va.us or contacting:

Lacy Stajduhar, VCA Purchasing Assistant
Telephone (540) 245-5741 Ext. 1
Fax (540) 245-5742
lstajduhar@co.augusta.va.us

In compliance with this Request for Proposal, and to all the conditions imposed herein, the undersigned offers and agrees to complete all requirements and conditions in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiations.

Name and Address of Firm:

_____	Date: _____
_____	BY: _____
_____	Signature in Ink
_____	Title: _____
Email: _____	Telephone: _____



**COUNTY OF AUGUSTA, VIRGINIA
REQUEST FOR PROPOSAL**

PROPOSED SCHEDULE OF EVENTS

Issue RFP	July 25, 2025
Proposals Due	August 14, 2025 at 2 pm
Distribute Proposals to Selection Committee	August 15, 2025
Selection Committee Interviews with Selected Firms	Week of August 25, 2025
Notice of Intent to Award	September 2, 2025
Contract Finalization	Week of September 15, 2025

NOTE: These dates are tentative and subject to change

1. PURPOSE

The Augusta County Library seeks proposals from qualified and experienced firms to redesign and develop its public-facing website with a strong focus on **ADA compliance**, **usability**, and **mobile-first responsive design**. The goal is to provide an accessible, intuitive, and engaging web experience for all users, while transitioning away from the current WordPress-based platform.

The new website must reflect the library's mission of being an inclusive, community-centered institution serving a diverse patron base.

2. STATEMENT OF NEEDS

A. Goals of the Website Rebuild

1. Ensure **full compliance with WCAG 2.2 AA** accessibility standards.
2. Transition from WordPress to a CMS that supports **non-technical content editing** by library staff.
3. Provide a **user-centered design** with simple, clear navigation and mobile responsiveness.
4. Offer interactive features such as ADA-compliant forms, event calendars, and catalog integration.
5. Collaborate with **library staff and community members**, including individuals with disabilities, to design a layout that is intuitive for both patrons and content editors.
6. Develop a modern aesthetic that aligns with Augusta County Library's values of inclusion, equity, and access.
7. The final website, graphics, and content structures will become the sole property of the County.

B. CMS and Functional Requirements

The new CMS must:

1. Be scalable and modular, supporting growth and new technologies.
2. Allow staff to manage content without needing to code.
3. Support integration with third-party tools including the ILS, social media, newsletter sign-ups, etc.
4. Include a robust search engine, content tagging, and content hierarchy tools.
5. Include accessible online forms and the ability to host or embed multimedia content.
6. Offer a secure backend and user permissions to ensure proper publishing workflows.
7. Include a backup and restore feature and compliance with modern web security standards.

C. Collaboration and Stakeholder Input

The selected offeror must:

1. Facilitate **discovery workshops and/or focus groups** with library staff and community members (including individuals with disabilities) to inform information architecture and design.
2. Incorporate feedback into wireframes, mockups, and prototypes before final development.
3. Work closely with the Library Director, Communications staff, and County IT as needed.

D. Accessibility & Inclusion Requirements

1. Adhere to WCAG 2.2 AA accessibility standards throughout the site.
2. Include features such as:
 - a. High-contrast display options
 - b. Resizable text
 - c. Accessible navigation and keyboard support
 - d. Alt text, ARIA landmarks, and appropriate semantic HTML
3. Conduct automated and manual accessibility testing and provide a **compliance report**.

E. Training and Documentation

1. Provide **live and recorded training** sessions for staff.
2. Develop and deliver **user-friendly documentation** on content management and accessibility best practices.
3. Offer ongoing support plans (hourly, monthly, or annual).

F. Timeline

The anticipated project timeline is October 2025, with launch expected by April 17, 2026.

3. PROPOSAL REQUIREMENTS

Proposals must include:

1. A brief introduction and understanding of the scope.
2. Information on key personnel, including the proposed Project Manager.
3. Company background, experience with ADA-compliant websites, and library/government clients.
4. Examples of previous work (especially accessible, community-facing websites).
5. References from at least three clients (include one less-than-satisfied client if possible).

6. An itemized pricing schedule including design, development, content migration, training, and support options.
7. Timeline for major project milestones.
8. Description of your methodology, especially your collaborative approach to stakeholder engagement.
9. Software recommendations with licensing and support options.

4. EVALUATION AND AWARD CRITERIA

A. EVALUATION CRITERIA:

Proposals shall be evaluated by the selection committee using the following criteria:

Criteria	Points
Completeness and clarity of the proposal	25
Experience with ADA and public websites	20
References	15
Cost	10
Methodology and collaborative approach	15
Location/responsiveness	5
Proposed Timeline	10
Total	100

B. AWARD OF CONTRACT

1. The contract will be awarded to the offeror whose proposal conforming to the RFP documents, is most advantageous to the County, considering price and other evaluation criteria set forth in the bid document.
2. A contract shall not be assignable by the Contractor in whole or in part without the written consent of the County.
3. Ten (10) days prior to the actual award of the contract, the County will issue a NOTICE OF INTENT TO AWARD.

5. PRE-PROPOSAL CONFERENCE/QUESTIONS

- A. At this time, it is believed that a pre-proposal conference by the County is not required.
- B. Questions concerning requirements or other provisions in this RFP shall be submitted on Pre Proposal Question Form (Attachment A) to the Purchasing Agent or his designated appointee not

less than 5 days prior to the proposal due date by e-mail, facsimile or in writing.

C. Necessary replies will be sent to all offerors of record as an addendum which becomes part of the proposal package.

D. Oral instructions do not form a part of the RFP instrument.

6. QUALIFICATIONS OF OFFERORS:

A. The County may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the work/furnish the item(s) and the offeror shall furnish the County all such information and data for this purpose as may be requested.

B. Offerors are to submit a Reference List (Attachment B) of clients to whom you have supplied the goods or services required with addresses, phone numbers and contact person. We reserve the right to contact owners of the product or service.

C. The County reserves the right to inspect offerors' physical facilities prior to award to satisfy questions regarding the offerors' capabilities to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.

7. GENERAL TERMS AND CONDITIONS:

The General Terms and Conditions which follow apply to all purchases and become a definite part of each formal solicitation and resulting contract award issued by the County, unless otherwise specified. Offerors or their authorized representatives are expected to inform themselves fully as to the conditions, requirements, and specifications before submitting proposals; failure to do so will beat the offeror's own risk and relief cannot be secured on the plea of error.

Subject to all state and local laws, policies, resolutions, and regulations and all accepted rules, regulations, and limitations imposed by legislation of the federal government, proposals on all solicitations issued by the County will bind offerors to applicable conditions and requirements herein set forth unless otherwise specified in the solicitation.

A. DEFINITIONS:

AGENCY: Any department, agency, authority, commission, board or other unit in the administrative service of the County of Augusta.

COUNTY: County of Augusta, Virginia.

CONTRACTOR: Any person having a contract with the County or a using agency thereof.

GOODS: All material, equipment, supplies, printing and automated data processing hardware and software.

INFORMALITY: A minor defect or variation of a bid or proposal from the exact requirements of the invitation to bid or request for proposal which does not affect the price, quality, quantity or delivery schedule for the goods, services or construction being procured.

PURCHASING AGENT: The County's principal public purchasing official responsible for the purchasing of all goods, services, insurance and construction needed by the County. In the discharge of these responsibilities, the Purchasing Agent may be assisted by assigned Purchasing Assistants.

SERVICES: Any work performed by an independent contractor wherein the service rendered does not consist primarily of acquisition of equipment or materials, or the rental of equipment, materials and supplies.

STATE: Commonwealth of Virginia.

B. TESTING/INSPECTION:

1. The County reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specification.

2. The County may require more complete detailed specifications on items quoted or samples prior to award, at no expense to the County. If not destroyed or used during testing, samples will be

returned at the offeror's request and expense.

C. FORM OF CONTRACT:

The successful offeror shall be required to execute a contract in a form approved by the County Attorney, including, without limitation, acceptable terms concerning licensure of any third party software.

D. CANCELLATION OF BIDS:

The County reserves the right to cancel the RFP, and to reject any or all proposals in whole or in part whenever the Purchasing Agent or designee determines that such action is in the best interest of the County. The reasons for cancellation or rejection shall be made part of the contract file. The County may also waive any minor informalities or irregularities in any proposal where such action serves the County's best interest.

E. NON-APPROPRIATION:

Contracts are made subject to the appropriation of funds by the Board of Supervisors of the County and are null and void in the event of non-appropriation. Non-appropriation shall be deemed a cancellation and shall terminate this contract without recourse and with no liability on the part of the County.

F. CONTRACT EXTENSIONS:

The County reserves the right to offer contract extensions to successful contractor with no increase in price or with pricing as specified within the RFP package.

G. PAYMENT TERMS:

1. Upon receipt and acceptance of the equipment and/or services from the successful contractor, the County will pay the Contractor's Statement of Amount Due within thirty (30) days of acceptance.
2. After the receipt of the invoice or goods which is found to be defective or improper, the County shall notify the contractor about the details of the condition within twenty (20) days of this receipt that the condition will prevent payment by the payment date.
3. The County will pay the Contractor's Statement of Amount Due within thirty (30) days of acceptance and or approval for Service contracts.

H. CANCELLATION OF CONTRACT:

The County reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the contractor.

I. INSURANCE COVERAGE:

Prior to the execution of the contract, the Contractor shall furnish the County with a Statement of Insurance coverage from his agent indicating effective dates and limits of coverage for Liability, Workers Compensation and Automobile.

J. LAWS AND REGULATIONS:

This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.

K. PRECEDENCE OF TERMS:

In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

L. ANTI-DISCRIMINATION:

It is the policy of the County not to discriminate on the basis of race, religion, color, sex, national origin, age or disability in employment or the provision of goods and services. By submitting their bids, all offerors certify to the County that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended, where applicable, and § 2.2-4311 of the Virginia Public Procurement Act and that during the performance of this contract, the offeror agrees as follows:

1. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by the state law relating to discrimination in employment, except when there is bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. Notices, advertisements and solicitations placed by or on behalf of the contractor will state that such contractor is an equal opportunity employer.
3. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
4. The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or offeror.

M. DRUG-FREE WORKPLACE:

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or offeror.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Virginia Public Procurement Act, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

N. ETHICS IN PUBLIC CONTRACTING:

By submitting their proposals, all offerors certify that their bid is made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

O. USE OF CONTRACT BY OTHER POLITICAL JURISDICTIONS:

The offeror is advised that the resultant contract will be extended to other jurisdictions and political subdivisions of the Commonwealth of Virginia to permit their ordering of services at the prices and

terms of the resultant contract. If any other jurisdiction or political subdivision decides to use the resultant contract, the offeror must deal directly with such jurisdiction or political subdivision concerning the placement of orders, issuance of purchase orders, contractual disputes, invoicing and payment. The County acts only as the “Contracting Agent” for these jurisdictions and political subdivisions. Failure to extend a contract to any jurisdiction or political subdivision will have no effect on consideration of a proposal. It is the awarded offeror’s responsibility to notify other jurisdictions and political subdivisions of the availability of the contract(s).

Each participating jurisdiction and political subdivision has the option of executing a separate contract with the successful offeror. Contracts entered into with them may contain general terms and conditions unique to those jurisdictions and political subdivisions covering minority participation, non-discrimination, etc. If, when preparing such a contract, the general terms and conditions of a jurisdiction or political subdivision are unacceptable to the successful offeror, the successful offeror may withdraw its extension of the award to that jurisdiction or political subdivision.

The County **shall not** be held liable for any costs or damages incurred by another jurisdiction or political subdivision as a result of any award extended to that jurisdiction or political subdivision by the successful offeror.

8. SPECIAL TERMS AND CONDITIONS:

In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

A. TECHNOLOGY ACCESS CLAUSE:

All information technology which, pursuant to this solicitation, is purchased or upgraded by or for the use of the County of Augusta (the “Technology”) shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this contract:

- (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
- (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
- (iii) nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
- (iv) the technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3501 through 2.2-3504 of the Code of Virginia.

B. PROVIDER TOOLS:

In the event any Provider Tools are incorporated into or are used in conjunction with the website, or any Provider Tools are used to manipulate content for distribution on the website, then contractor grants to County a worldwide, non-exclusive, sublicenseable (through multiple tiers), assignable, royalty-free, perpetual, irrevocable right to use, reproduce, distribute (through multiple tiers), create derivative works of, publicly perform, publicly display, digitally perform, make, have made, sell, offer for sale and import such Provider Tools in any media now known or hereafter known. Contractor shall provide to County the most current copies of any Provider Tools to which County has rights pursuant to the foregoing, plus any related documentation.

As used herein, "Provider Tools" means any tools, both in object code and source code form, which contractor has already developed or which contractor independently develops or licenses from a third party, excluding any tools which contractor creates pursuant to this RFP. By way of example, Provider Tools may include, without limitation, toolbars for maneuvering between pages, search engines, Java applets, and ActiveX controls.

C. SHADOW SITE; ACCEPTANCE:

Contractor shall make available final versions of the website on a password protected server (the "Shadow Site") for County's review and acceptance. County shall have 30 days to review and evaluate the website (the "Acceptance Period") to assess whether it meets the specifications and meets industry standards for professional, technical and artistic quality. If County rejects the website during the Acceptance Period, County may, in its sole discretion, elect to: (i) extend the time for contractor to provide a revised website for acceptance testing in accordance with this section; (b) revise the specifications and negotiate an appropriate reduction in the contract price to reflect the revised specifications; (c) complete the website and deduct the costs of completion from contract price; or (d) terminate the resulting contract.

D. CONTRACTOR WARRANTIES:

Contractor warrants the website, including, without limitation, any Provider Tools shall not: (i) infringe on the intellectual property rights of any third party or any rights of publicity or privacy; or (ii) contain any viruses, trojan horses, trap doors, back doors, easter eggs, worms, time bombs, cancelbots or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information.

E. OWNERSHIP:

Contractor hereby irrevocably assigns to County all right, title and interest in and to the website and documentation produced pursuant to this contract including, without limitation, all applicable intellectual property rights thereto. If contractor has any such rights that cannot be assigned to County, contractor waives the enforcement of such rights, and if contractor has any rights that cannot be assigned or waived, contractor hereby grants to County an exclusive, irrevocable, perpetual, worldwide, fully paid license, with right to sublicense through multiple tiers, to such rights.

As between contractor and County, any website content given to contractor by County under this contract or otherwise shall at all times remain the property of County or its licensor. Contractor shall have no rights in such content, other than the limited right to use such content for the purposes expressly set forth in this contract.

F. INDEMNITY:

Contractor shall defend County against any third party claim, action, suit or proceeding resulting from Contractor's acts, omissions or misrepresentations under this contract (including, without limitation, contractor's breach of any representations and warranties). Contractor shall indemnify County for all losses, damages, liabilities and all reasonable expenses and costs incurred by County as a result of a final judgment entered against County in any such claim, action, suit or proceeding.



AUGUSTA COUNTY, VIRGINIA

RFP # 117301-26-01

Attachment A

PROPOSAL FORM

1. The undersigned Offeror proposes and agrees, if their Proposal is accepted, to enter into an agreement with Augusta County to provide the requested services in accordance with this RFP.

2. **COMMUNICATIONS:**

Contact Person: _____

Company: _____

Address: _____

Phone No.: _____ FAX No.: _____

E-mail: _____

3. **CERTIFICATION:**

The undersigned is an official authorized to bind the offeror and hereby warrants that the offeror has carefully reviewed the RFP and is in compliance with the enclosed requirements. The offeror understands the County will award the work under this RFP to the most suitable offeror as determined by the County.

Responsible Party: _____
(Print) (Signature)

Title: _____ Date: _____

NOTE: This form is to be completed and returned with PROPOSAL



AUGUSTA COUNTY, VIRGINIA

RFP # 117301-26-01

Attachment B

REFERENCE LIST

To Be completed by Offeror

1. QUALIFICATION OF OFFEROR: The offeror certifies it has the capability and capacity in all respects to fully satisfy all of the contractual requirements.
2. YEARS IN BUSINESS: Indicate the length of time you have been in business providing this type of services ____ years ____ months.
3. REFERENCES: Indicate below a listing of four (4) recent references for whom the offeror has provided this type of service. Include the date the services were furnished and the name and address of the person that the County has your permission to contact. If the offeror has not recently provided this type of service, list four (4) general references that the County has your permission to contact.

Date

Client

Phone Number and
Person to Contact

_____	_____	_____
_____	_____	Phone _____
_____	_____	_____
_____	_____	_____
_____	_____	Phone _____
_____	_____	_____
_____	_____	_____
_____	_____	Phone _____
_____	_____	_____
_____	_____	_____
_____	_____	Phone _____
_____	_____	_____



AUGUSTA COUNTY, VIRGINIA
RFP # 117301-26-01
Attachment C

PRE-PROPOSAL QUESTION FORM

Project Title: Augusta County Library ADA Compliant Website Design and Development

The undersigned potential Offeror would like to request a written clarification, interpretation, or explanation to the following question or question(s):

Please note that all questions should be directed to the Officer designated on the Notice of Request for Proposal and should be received at least five (5) business days prior to the time set for the receipt of proposals to allow for sufficient time for an addendum to reach all Offerors. If there are two (2) weeks or less between the issuance of the Request for Proposal and the time set for receipt of proposals, then Offerors may continue to submit questions up until three (3) business days prior to the time set for receipt of proposals.

The County will endeavor to respond to all inquiries in the most timely manner possible. However, if in their discretion they determine the inquiry to be inappropriate for any reason, the County may refuse to respond. Multiple inquiries of substantially the same question may be answered in one addendum.

Firm Name and Address:

Telephone: (____) _____

Fax: (____) _____

Signature: _____ Date: _____

Title: _____ Email: _____